

Witness Name: Rajinder Gahir
Statement No: WITN06220100
Dated: 15th February 2023

POST OFFICE HORIZON IT INQUIRY

FIRSTWITNESS STATEMENT OF RAJINDER GIHIR

I Rajinder Gahir will say as follows:

1. I retired from the Post Office 7 years ago. For the last 4 years before I retired I was an auditor before that a trainer, so I never worked on the counter for a considerable time and did not use Horizon on a daily basis. My recollection might not be accurate.
2. I joined the Post Office in November 1990 as a counter clerk based at Marlow. After approximately 10 years I became a trainer. After 7 years I became an auditor until I retired in 2015. In the early days we were all manual and there was no Horizon System. Horizon was introduced in 1995 circa. Original training was given by the Horizon team. For the trainer role I was trained by the existing trainers including working on the Horizon which was not very different from working on the counter. Extra training in accounts was provided for becoming an auditor which relies very little on the Horizon system. Apart from this I had no IT role.
3. The training of being a trainer was straight forward as basically it was the same work. I received 2 weeks training from other trainers who had been in the job for some time.
4. The training for new entrants consisted to two weeks training in a classroom and then two weeks on site. A dummy stock was setup in the class so we could take new people though the different screens for carrying out transactions, stock & cash rem in and out, rectifying mistakes

and balancing. A stock with a number was then setup and monopoly cash was used with stamps that been cancelled. Every evening the cash was then counted after doing various transactions, including transaction reversals during the day. Every other day a balancing process was done to check for shortages or excess in balancing. Time spent on balancing was about 2 hours in the classroom and about the same on site. During the day about 1 hour was spent on identifying discrepancies and their causes.

5. Most of the feedback concentrated on being familiar with transactions and balancing and the new entrants thought 2 weeks was not enough especially big offices who dealt with car taxes and passport applications. The feedback was passed on to my manager.
6. I never encountered any bugs or errors or defects in the Horizon System so the question of different approach never arose. I believe the training on site was very inadequate and a minimum of 1 month should have been given as many sub-postmasters did not come from IT related background.

Statement of Truth

I believe the content of this statement to be true.

Signed: GRO

Dated: 15/02/2023